

Enterprise Incident Report September 2011

As of 10/3/2011

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Tax Commission	523	4	527
	367	0	367
Customer Company Total	523	4	527
	367	0	367

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Tax Commission	523	4	527
	41	1	42
Customer Company Total	523	4	527
	41	1	42

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Tax Commission	523 0.25	4 0.87	527 0.26
Customer Company Total	523 0.25	4 0.87	527 0.26

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Tax Commission	523 10	4 1	527 11
Customer Company Total	523 10	4 1	527 11

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Tax Commission	523 1.14	4 6.52	527 1.18
Customer Company Total	523 1.14	4 6.52	527 1.18

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Detail

INC000000342323	Barry Conover Campus Networking	PC/Laptop Jordy Davis	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.14 289.43
INC000000369419	Mark Kaleta Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 4.11
INC000000370288	Michael Palombi Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.50
INC000000370775	Aaron Cook Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.67 2.67
INC000000370917	Stacey Hammond Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.77 0.77
INC000000373344	James H Shaeffer Voice/Data/WAN Services	PC/Laptop Greg Blessing	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 2.08
INC000000373366	Mark Maxfield Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	Microsoft Windows XP Professio Medium	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.38 23.26
INC000000374252	Julie Goins Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374277	Hal Mauchley Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.56
INC000000374307	Sherri Wood Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374308	Larry Hatch Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374309	Duane Kuehl Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374328	Dennis Mitchell Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374329	Pamela Raia Help Desk	Application Vicky Marrelli	Password Tax Commission	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.74
INC000000374348	MV Provo Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.82 6.19
INC000000374355	Larry Hatch Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000374406	Pamela Pendleton Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374420	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374428	MV Citrix Network Operations	Server J. L. Flack	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.71 8.18
INC000000374437	MV Ogden Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374485	Kerry Chapman Metro B Desktop Support	Network Torri Randa	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.72
INC000000374493	Leann Tolino Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374497	MV Provo Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374517	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374534	Stephen Nance Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.88
INC000000374561	Lonnie Holt Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374571	MV Citrix Network Operations	Network Kelli Okumura	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.87
INC000000374681	Gary Peart Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374704	Christa Johnson Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374824	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374833	D'Arcy Dixon Metro B Desktop Support	PC/Laptop Sean Chadbourne	Virus Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53
INC000000374915	Dwight Rimmasch Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374936	MV Cedar City Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000374955	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375000	Trudy Gibbons Metro B Help Desk	Application Brent Wishart	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375357	Vera Bullock Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375362	June Hesleph Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375365	Karleen Mitchell Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375372	Janie Memales Metro B Desktop Support	EIS Hardware Sean Chadbourne	PC/Laptop Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.85
INC000000375405	Gene Petrie Metro B Help Desk	Server Brent Wishart	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375437	MV Citrix Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	Motor Vehicle Administration Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.99 1.99
INC000000375448	Stephen Nance Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375485	MV South Valley Metro B Desktop Support	EIS Hardware Torri Randa	Scanner Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.42 5.82
INC000000375553	Priscilla Tidwell Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375556	Larry Hatch Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375586	Jamie Hansen Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 1.07
INC000000375591	Larry Hatch Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375652	Laura Atwood Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.52
INC000000375655	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375675	Pamala Jorgensen Metro B Desktop Support	EIS Hardware Sean Chadbourne	PC/Laptop Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.30

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INC000000375685	Joanne Phillips Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375834	MV Citrix Metro B Help Desk	Network Brent Wishart	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375863	Craig Newton Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375900	MV Citrix Metro B Help Desk	Network Brent Wishart	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375902	Brook Abarca Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.50 1.71
INC000000375910	Lamar Sayer Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375924	Jeannie Warren Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375936	Pamela Pendleton Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375937	Stephen Anderson Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.98 3.98
INC000000375972	Stephen Anderson Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376052	Kathleen Swartwout Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376078	Paula Vanikiotis Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 1.00
INC000000376081	Brandi Mascarenas Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.16
INC000000376086	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376100	Angela Simmons Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376119	Angela Simmons Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376127	Kathleen Swartwout Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000376153	Vera Bullock Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376164	Angie Hanson Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 2.75
INC000000376207	Roger Barth Metro B Help Desk	Application Gavin Barney	Error Tax Commission	WordPerfect Office 2002 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376210	Catherine Lynch Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376220	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376363	Karleen Mitchell Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 1.10
INC000000376370	Rebecca Jackson Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376375	Candace Hays Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376380	Karleen Mitchell Metro B Help Desk	PC/Laptop Brent Wishart	Virus Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376384	Beverly Beitel Metro B Desktop Support	EIS Hardware Torri Randa	Scanner Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.91 6.54
INC000000376399	Scott Lawrence Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376408	Douglas Burwell Metro B Desktop Support	Application Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.90 5.66
INC000000376423	Colleen Conover Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376434	Janie Memales Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376448	Larry Hatch Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376463	June Hesleph Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376466	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000376474	Debbie Berry	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376490	Terri Chidester	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376495	Isaac Gunderson	EIS Hardware	Printer	None		TIR Missed: Yes	TIR: 2.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.16
INC000000376533	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376552	Zenas Herdegen	Network	Performance	None		TIR Missed: Yes	TIR: 1.78
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.78
INC000000376571	Stacey Hammond	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376577	Christine Robinson	Application	Error	Microsoft Windows 7		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376590	Charlie Roberts	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376592	Larry Hatch	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376608	Nancy Zullo	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376613	Larry Hatch	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376615	Becky McKenzie	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376634	Melinda Middleton	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376639	Matthew Duke	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376647	Lynn Solarczyk	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376655	MV St George	EIS Hardware	Scanner	None		TIR Missed: Yes	TIR: 3.89
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR: 4.08
INC000000376667	Fo'ou Vehikite	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000376669	MV Citrix Network Operations	Remote Connectivity Brant Davis	Error Tax Commission	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.50
INC000000376673	Lia Eckhardt Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376681	MV Citrix Network Operations	Application J. L. Flack	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.96 13.72
INC000000376693	Pamela Pendleton Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376700	Fo'ou Vehikite Metro B Desktop Support	Network Sean Chadbourne	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 2.03
INC000000376702	Ralph Hoggan Security	Application Sharon Smith	Password Tax Commission	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 1.16
INC000000376707	Fo'ou Vehikite Metro B Desktop Support	Network Sean Chadbourne	Password Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.11 5.74
INC000000376726	MV St George Metro B Desktop Support	EIS Hardware Torri Randa	Scanner Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.15 3.40
INC000000376732	Dee Talbot Metro B Desktop Support	Mobile Devices Peter Musser	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 2.55
INC000000376750	MV St George Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376752	MV Richfield Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376762	Ann Dillenbeck Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.90
INC000000376776	Rita C Martinez Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376787	Lorie Ferguson Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.23 1.36
INC000000376803	MV Farmington Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376808	Pauline Fisher Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376830	Karalynn Malcolm-Sugden Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.82 0.82

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INC000000376839	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376848	MV St George Rural South Desktop Support	Print/Copy/Scan/Fax Doug Thornton	Paper Jam Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000376919	MV Citrix Application Services	Application Tony Larsen	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.68 14.43
INC000000376953	Karen Lingard Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 1.32
INC000000376964	MV Citrix Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377006	MV Citrix Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377007	MV Citrix Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377009	MV Citrix Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377015	MV Citrix Network Operations	None J. L. Flack	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.28
INC000000377051	Charlie Roberts Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377054	MV Ogden Metro B Help Desk	Application Brent Wishart	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377215	Vickie Gritzmacher Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377227	Tiffany Harms Metro B Desktop Support	Network Torri Randa	Error Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000377245	Matthew Duke Metro B Desktop Support	Application Peter Musser	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.51
INC000000377248	Jill Petrie Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377256	Candace Hays Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377327	Melissa Richins Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000377372	Jeffrey Ertel	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377392	Jill Petrie	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377409	Janet Sanchez	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377452	Janie Mamales	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.16
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.81
INC000000377518	MV Ogden	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.61
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	1.66
INC000000377556	Jill Guevara	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.42
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	1.36
INC000000377583	Mariah McAfee	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.15
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.45
INC000000377599	MV Farmington	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377606	Mariah McAfee	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.27
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.27
INC000000377624	MV Ogden	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377627	Karleen Mitchell	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377653	MV Ogden	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377700	Laura Atwood	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.01
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	3.89
INC000000377723	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377754	Cody Sweat	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377783	Shelley Robinson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377818	Aman Kudiya	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000377910	MV Cedar City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Queue Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377935	Cody Sweat Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378087	Floyd Bergener Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 2.25
INC000000378139	Deon Loynd Metro B Help Desk	Network Brent Wishart	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378204	Hossein Zaryoun Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.19 1.81
INC000000378205	Beverly Beitel Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000378216	Cody Sweat Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.05 1.69
INC000000378228	Beverly Beitel Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378246	Janet S Taylor Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378251	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378308	Paula Vanikiotis Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378331	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378372	MV Richfield Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378381	Scott W Smith Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.14 3.89
INC000000378397	MV Provo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378433	Paula Vanikiotis Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378476	Melanie Palmer Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.90

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INC000000378500	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378505	Rexalee Jolley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378508	Trudy Gibbons Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.07
INC000000378516	Cody Sweat Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378545	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378556	Lara Capes Voice/Data/WAN Services	Telecom Spencer Blodgett	Hardware Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.21
INC000000378622	Aaron Cook Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378641	Sandra Iwasaki Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.13
INC000000378648	Paula Vanikiotis Voice Operations	Telecom Lois Schow	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.31
INC000000378751	Jill Petrie Metro B Desktop Support	Network Sean Chadbourne	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.80
INC000000378768	Christine Robinson Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378772	Jill Petrie Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378798	Bruce Johnson Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000378814	Deon Loynd Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378836	Carolyn Goodwin Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 1.10
INC000000378842	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378861	Earl Thomas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000378863	Randall Gardner Metro B Help Desk	Network Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378881	Brooke DiFrancesco Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378897	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379070	Debra Ross Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Toner/Fuser/Ink Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.11 1.28
INC000000379127	Aaron Nichols Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379130	Tiffany Harms Voice/Data/WAN Services	Telecom Mike Johnson	Dial Tone Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 5.37
INC000000379153	Amber Lowder Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
INC000000379172	MV Panguitch Network Operations	Network Jack Bridwell	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379184	Jonathan Wood Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379197	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379223	Janie Memales Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 1.59
INC000000379290	Brandy Arnoldus Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379328	Felicia Sandoval Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 0.90
INC000000379334	Earleen Cobb Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379351	Eric McPherson Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.24
INC000000379363	Jonathan Wood Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.47
INC000000379411	LaDawn Hamp Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.07

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INC000000379422	Janie Memales Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
INC000000379442	Marcia Orr Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379493	Catherine Crovo Security	EIS Hardware Sharon Smith	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 1.71
INC000000379542	Joanne Phillips Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379550	Joshua Quarnberg Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379578	June Hesleph Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379646	Becky McKenzie Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379647	Terri Reid Metro B Desktop Support	Network Sean Chadbourne	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379650	Rod Boogaard Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379652	Emily Butler Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379655	Gay Green Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379669	Scott Lawrence Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379674	Vickie Gritzmacher Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379676	Sandy Crane Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379683	Barbara Monk Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379712	Beth Craig Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379714	Julia Warga Metro B Help Desk	PC/Laptop Brent Wishart	Virus Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000379717	Rod Boogaard Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379747	Nancy Merrell Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379764	Colleen Conover Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379765	David P Jensen Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.24
INC000000379790	Melinda Middleton Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379814	Valerie Ashby Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379819	Gene Petrie Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379831	MV South Valley Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379850	Cappi Stamper Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379852	Angela Martinez Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379858	Jody Randall Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.52 1.52
INC000000379863	Angela Martinez Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379879	Mary Priskos Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379888	Kelsey Gallacher Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379922	Lorie Ferguson Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.65
INC000000379930	Laura Church Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379956	Tara Whatcott Metro D Help Desk	None John Robinson	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000379982	Lisa Hansen	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.31
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	1.02
INC000000380068	Dennis Morrison	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380081	Caralyn Streed	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380085	MV Citrix	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380086	MV St George	Application	Reporting	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380113	MV St George	EIS Hardware	Scanner	None		TIR Missed:	Yes	TIR:	1.52
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	1.59
INC000000380125	MV Farmington	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380144	Clinton Jensen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380223	Rod Boogaard	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380246	Bobbie Gavros	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380254	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380258	James Teton	Application	Error	Acrobat Reader		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380292	Bruce Timothy	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380328	Jan Duggar	PC/Laptop	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380346	Mariah McAfee	Application	Error	Symantec AntiVirus		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380350	MV Cedar City	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380394	Tiffany Harms	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.20
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.63

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INC000000380497	Jennifer Casady	None	None	None		TIR Missed: No	TIR: 0.28
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.73
INC000000380505	MV Citrix	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380506	Victoria Youtsey	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380604	MV Citrix	Remote Connectivity	Error	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380626	Julie Hird	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: Yes	TIR: 1.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.45
INC000000380628	Laura Church	None	None	None		TIR Missed: No	TIR: 0.63
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: Yes	TTR: 6.84
INC000000380642	Tyler McIntosh	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380655	Taylor Killpack	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380673	Valerie Ashby	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380818	Hossein Zaryoun	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000380867	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380871	MV Farmington	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380892	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380979	MV St George	Application	Reporting	None		TIR Missed: No	TIR: 0.28
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000380982	Barry Conover	Application	Reporting	None		TIR Missed: No	TIR: 0.10
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.09
INC000000381011	Carolyn Leeper	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000381043	Susan Waters	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.29

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INC000000381046	Janet Thomas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381077	Colleen Conover Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.57
INC000000381160	Shannon Sirles Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.65
INC000000381242	Dolores Furniss Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Queue Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381260	Paula Vanikiotis Metro B Desktop Support	PC/Laptop Torri Randa	Virus Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.05 8.05
INC000000381383	Carole Parker Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 3.64
INC000000381420	Delores Bair Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381485	Charlie Roberts Voice/Data/WAN Services	Telecom Mike Johnson	Call/Receive Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.34
INC000000381487	Jody Randall Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381488	Cody Sweat Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.20
INC000000381494	Cathy Maez Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381500	Steve Coleman Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381509	MV Citrix Application Services	Application Tony Larsen	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.21 4.08
INC000000381513	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381554	Cody Sweat Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381562	Sherry Bushnell Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381596	MV Farmington Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000381604	Stacey Hammond Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381661	Lynette Feil Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.82
INC000000381662	Jayne Gallo Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.81
INC000000381672	Valerie Ashby Security	Network Sharon Smith	Password Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.75
INC000000381681	Rita C Martinez Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381688	MV Citrix Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381768	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381776	Trudy Gibbons Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381815	Charlie Roberts Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381870	Kristi Carter Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381958	Michael Wilding Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382021	Sherry Bushnell Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382035	Brad Christensen Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382050	MV Roosevelt Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382098	MV Farmington Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382104	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382108	Dennis Morrison Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000382110	Julie Alsop	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382113	MV Farmington	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382136	MV Farmington	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382261	Michael Waterfall	Application	Password	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382269	Chris Routson	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382290	Sharry Thomas	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.37
	Metro B Desktop Support	Torri Randa	Tax Commission	Medium Closed	TTR Missed: No	TTR: 1.57
INC000000382325	Joey Luke	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382344	Sandra Herbert	EIS Hardware	Printer	None	TIR Missed: Yes	TIR: 1.14
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 2.65
INC000000382399	Caralyn Streed	EIS Hardware	PC/Laptop	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382436	MV Citrix	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382440	Laura Atwood	Network	Password	Novell eDirectory	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382468	MV Provo	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382584	Sharry Thomas	Application	Reporting	Novell eDirectory	TIR Missed: Yes	TIR: 1.08
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 1.20
INC000000382673	Pamela Raia	Network	Password	Novell eDirectory	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382817	Trudy Gibbons	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000382822	Rod Boogaard	Application	Error	Microsoft Windows 7	TIR Missed: No	TIR: 0.01
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.01
INC000000382926	Trang Le	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000382931	Tam Le	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000382949	Brandon Barlow	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.40
INC000000382972	Mary M Lewis	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.07
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.31
INC000000382979	MV South Valley	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.23
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.44
INC000000383000	Elizabeth Benadik	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383023	Mike Fahey	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383056	Lynette Goodman	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383163	Brandon Barlow	Network	Password	Novell eDirectory		TIR Missed:	No	TIR:	0.07
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.43
INC000000383169	Jim Clayton	Network	Password	None		TIR Missed:	No	TIR:	0.82
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.91
INC000000383202	Kim Ferrell	Application	Reporting	None		TIR Missed:	No	TIR:	0.71
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.02
INC000000383397	Lamar Sayer	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383409	MV Ogden	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383589	MV Ogden	EIS Hardware	Scanner	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383633	Howard Smith	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383636	Bob Swanson	Application	Error	Adobe Reader		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383717	Tara Whatcott	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383857	Bruce Johnson	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.73

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INC000000383913	MV Salt Lake City	Application	Password	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383996	Dean Powell	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384020	Kyle Boyer	EIS Hardware	PC/Laptop	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.06
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.85
INC000000384043	Scott Stevens	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384080	Arthur Brownell	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384124	Tara Whatcott	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.16
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.49
INC000000384170	Rod Boogaard	Application	Error	None		TIR Missed:	No	TIR:	0.04
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.51
INC000000384179	Shelley Robinson	Application	Reporting	Internet Explorer		TIR Missed:	No	TIR:	0.41
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.46
INC000000384279	Randolph Prawitt	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384311	Brad Simpson	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	1.90
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	3.87
INC000000384383	MV Farmington	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384455	Terri Chidester	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384460	Randolph Prawitt	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.20
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000384465	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384516	Paula Vanikiotis	EIS Hardware	Printer	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.74
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	3.44
INC000000384597	Francine Corbridge	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.47
	Voice Operations	Leon Owen	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.47
INC000000384608	MV Citrix	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000384622	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384669	Randy Farnsworth Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384723	Elsye Pesantes Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Paper Jam Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.00 12.17
INC000000384775	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384826	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384884	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385103	Zane Rasmussen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385146	Julie Goins Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385151	MV Moab Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385153	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385185	Mike Lee Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385228	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385233	Christena Ohrn Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.50 4.84
INC000000385276	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385369	D'Arcy Dixon Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385382	Douglas Burwell Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385388	Gloria Spriggs Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Tax Commission

INC000000385404	Gloria Spriggs	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385509	Sarah Huber	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385515	Angie Hillas	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385562	Jim Clayton	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385563	MV Citrix	Application	Error	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385571	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385660	Kent Jorgensen	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.33
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.59
INC000000385843	Cristy Egbert	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.71
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.71
INC000000385867	Dawn Alumbaugh	Telecom	Hardware	None		TIR Missed:	No	TIR:	0.19
	Voice Operations	Julie Sabato	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000385894	Brooke DiFrancesco	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.38
INC000000385926	James Wolfe	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	1.63
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.97
INC000000385940	Debbie Berry	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385955	MV Kanab	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385999	Jim McNair	Server	Error	None		TIR Missed:	No	TIR:	0.75
	Metro B Hosting	Paul Engberson	Tax Commission	Medium	Resolved	TTR Missed:	No	TTR:	0.93
INC000000386027	MV Cedar City	Network	Performance	None		TIR Missed:	No	TIR:	0.03
	Network Operations	Kelli Okumura	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	
INC000000386027	MV Cedar City	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Network Operations	Kelli Okumura	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	
INC000000386031	MV South Valley	EIS Hardware	Scanner	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000386079	Rachel Maldonado Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386151	MV Citrix Metro B Help Desk	Network Brent Wishart	Error Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386168	Andrea Torres Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386190	Andrea Torres Metro D Help Desk	None Doug Brown	None Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386221	MV Cedar City Metro B Help Desk	Server Brent Wishart	Hardware Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386278	Amy Arnn Metro B Desktop Support	EIS Hardware Austin Farey	Printer Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.72
INC000000386296	Steven Leigh Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Paper Jam Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 2.15
INC000000386319	Stephen Anderson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386353	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Paper Jam Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386357	Stephen Anderson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386359	Dennis Mitchell Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386400	MV Provo Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	ZENworks for Desktops Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386413	Steve Coleman Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386428	Steve Coleman Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	Microsoft Windows XP Professic Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 2.66
INC000000386438	Christopher Barnes Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386466	Vickie Gritzmacher Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386488	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000386502	Mary Morehouse Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386659	Jim McNair Metro B Desktop Support	Application Torri Randa	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 1.49
INC000000386665	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386675	Hal Mauchley Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.72
INC000000386705	Donna Backer Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386707	Sherry Bushnell Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386708	Bea Tu Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386732	Inez Thomas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386805	Shelley Eastmond Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386816	MV Salt Lake City Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386865	Vera Bullock Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386884	Carole Parker Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386889	Scott Draper Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386913	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386926	Vera Bullock Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386952	MV South Valley Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386983	Richard Kirkland Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000387009	MV Provo Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00	
INC000000387104	Lori Geary Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387111	MV Provo Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387158	Bea Tu Metro B Help Desk	Application Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387164	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387338	Craig Newton Rural Central Desktop Support	Network Ron LeBaron	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 0.57
INC000000387373	Brent Taylor Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387387	David P Jensen Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387395	Andrew Finch Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.10
INC000000387396	Stephen Nance Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000387408	Alisi Tupou Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387426	Jim Clayton Metro B Desktop Support	None Peter Musser	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000387431	Christopher Barnes Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387447	MV Citrix Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387459	Steffani Pace Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 1.39
INC000000387516	Jim McNair Metro B Desktop Support	Application Peter Musser	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 1.45
INC000000387723	Jim Clayton Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000387735	Josh Randall Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387765	Josh Randall Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387868	DJ Kruger Metro B Help Desk	Network Brent Wishart	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387874	Frank Hales Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387925	Trudy Gibbons Voice/Data/WAN Services	Telecom Mark Thomas	Feature Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 1.30
INC000000387951	Michele Espina Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387956	MV Farmington Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387992	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388002	Cindy Morrison Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388011	Charlie Roberts Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388083	Kevin Park Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388095	Amy Arnn Metro B Desktop Support	Application Anthony Booyse	Reporting Tax Commission	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 1.15
INC000000388102	Julie Alsop Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388114	Joshua Quarnberg Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.79
INC000000388139	MV Provo Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388150	Charlie Roberts Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388169	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000388236	MV Ogden	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388241	MV Provo	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388248	Christena Ohrn	Application	Error	Adobe Acrobat	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388573	Oren Kimber	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388604	Keith Gardner	Application	Reporting	ZENworks for Desktops	TIR Missed: Yes	TIR: 1.16
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	TTR: 1.62
INC000000388629	Naomi Pace	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388664	Melanie Schott	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388687	Holly Fiefia	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388700	Naomi Pace	Application	Password	Novell eDirectory	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388705	Naomi Pace	Network	Password	Utah Master Directory	TIR Missed: No	TIR: 0.23
	Security	Sharon Smith	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.23
INC000000388706	MV St George	EIS Hardware	Printer	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388711	Zane Rasmussen	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.43
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.45
INC000000388718	Shelley Robinson	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388741	Ashley LaMarca	None	None	None	TIR Missed: Yes	TIR: 4.42
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	TTR: 4.42
INC000000388750	MV Salt Lake City	Application	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388757	MV Salt Lake City	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388768	Marc Johnson	Network	Password	Novell eDirectory	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.56

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INC000000388768	Marc Johnson Metro B Desktop Support	Network Torri Randa	Password Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.56
INC000000388798	MV Salt Lake City Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388803	Shannon Sirles Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388856	John Newman Metro B Desktop Support	EIS Hardware Matthew Blunk	Printer Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.92 2.63
INC000000388868	Shaunna Bracken Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388908	Dylan Jacobs Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388924	Sherry Bushnell Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388940	Betty Stearns Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389051	Dolores Furniss Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389057	Caralyn Streed Metro B Help Desk	Network Gavin Barney	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389065	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389094	MV Vernal Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389187	Bobbie Gavros Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389193	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389456	Ryan Brown Metro D Help Desk	Network Doug Brown	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389477	Angela Martinez Voice Operations	Telecom Gail Christiansen	Feature Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 4.61
INC000000389479	Kim Jones Metro B Desktop Support	PC/Laptop Torri Randa	Password Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000389506	Caralyn Streed Metro B Hosting	PC/Laptop Paul Engberson	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000389522	MV Vernal Rural Central Desktop Support	Print/Copy/Scan/Fax Jay Barfuss	Paper Jam Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.85 0.85
INC000000389651	June Washington Metro B Desktop Support	PC/Laptop Torri Randa	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389666	Christopher Barnes Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000389878	Christopher Barnes Metro B Desktop Support	Remote Connectivity Sean Chadbourne	Error Tax Commission	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389988	Emily Butler Metro B Desktop Support	PC/Laptop Torri Randa	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390052	Joshua Quarnberg Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390093	D'Arcy Dixon Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390230	Vickie Gritzmacher Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390367	Oren Kimber Rural South Desktop Support	PC/Laptop Scott Jesienouski	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.59 0.59
INC000000390396	Francine Corbridge Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.50
INC000000390439	LaDawn Hamp Metro B Desktop Support	PC/Laptop Torri Randa	Virus Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.17 8.34
INC000000390493	Arthur Brownell Metro B Desktop Support	PC/Laptop Peter Musser	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 0.80
INC000000390508	Bea Tu Metro B Help Desk	Network Janet Hongsyvilay	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.12
INC000000390570	Scott Stevens Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390585	Shelley Robinson Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Error Code Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 2.85
INC000000390629	Tonya Clay Rural North Desktop Support	PC/Laptop Ruston McKay	Hardware Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.13 3.67

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INC000000390641	Sharleen Burningham	Application	None	None		TIR Missed: Yes	TIR: 1.86
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.86
INC000000390703	John Manning	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.21
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.43
INC000000390782	Wendy Rasmussen	PC/Laptop	Password	Novell eDirectory		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000390795	Dean Powell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000390950	Mike Fahey	Application	Error	None		TIR Missed: No	TIR: 0.95
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.59
INC000000391183	Janet S Taylor	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.26
	Voice Operations	Gail Christiansen	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000391218	Shelley Eastmond	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.22
INC000000391237	Oren Kimber	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000391253	Aaron Cook	Application	None	QuickBooks		TIR Missed: No	TIR: 0.18
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.25
INC000000391258	MV South Valley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000391316	Amy Arnn	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000391318	Julie Goins	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.84
	Metro B Desktop Support	Matthew Blunk	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.87
INC000000391363	Angie Hillas	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000391379	Jennifer Stanger	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000391414	Cynthia Williams	Application	Reporting	Internet Explorer		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391525	Cristy Egbert	Application	None	None		TIR Missed: No	TIR: 0.10
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.39
INC000000391528	MV Logan	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000391552	MV Price	Application	None	None		TIR Missed: No	TIR:	0.02
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.15